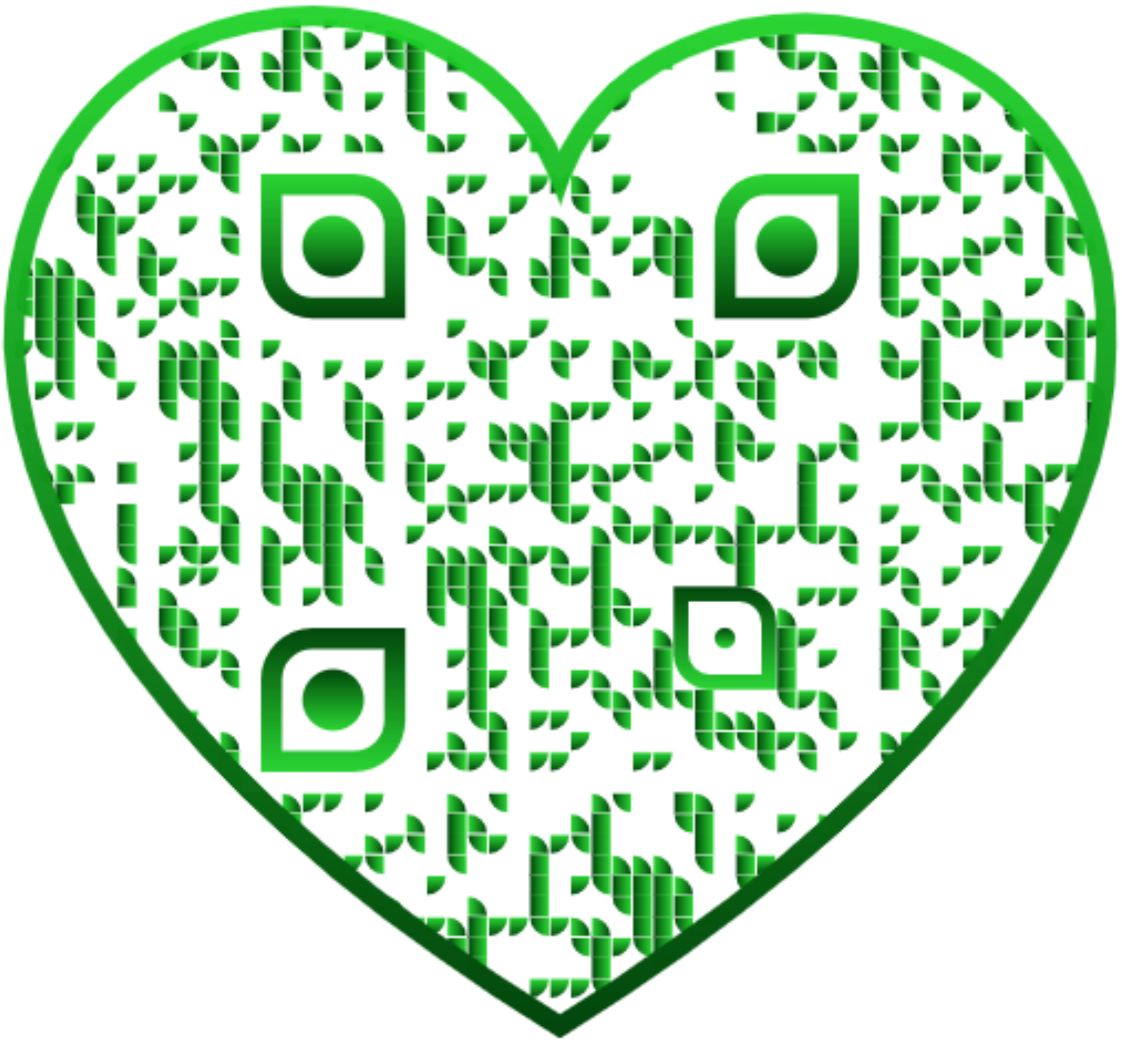
Human Resource Management (HRM) assignment.

Done by: Rezg Youssif Hassan Al-Sunah.

Supervisor: Asst Prf. Mahmoud Mahyoob Alburyhi.

Clinical Pharmacy Faculty, L4, EIU

Sana'a-Yemen

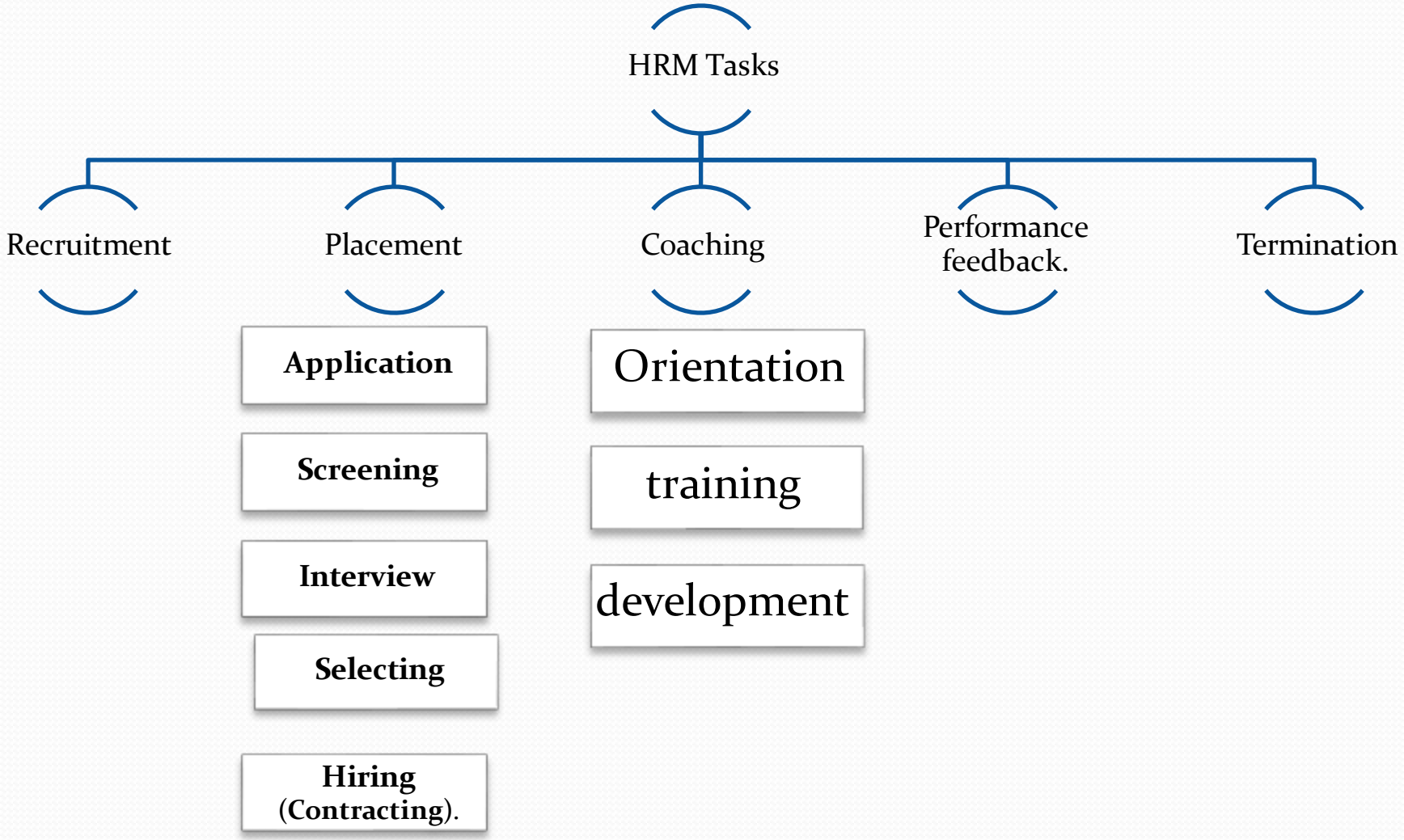


By/ Rezg AL-Sunah

Human Resource Management (HRM)

- **The process of achieving organizational objectives through the management of people.**
- **An essential duty for all pharmacists.**
- **It can make the difference between a smoothly running pharmacy and a dysfunctional, unsuccessful one.**

Human Resource Management (HRM)



Human Resource Management (HRM) Tasks

1- Recruitment

- All activities associated with attracting qualified candidates to fill job vacancies
- Proactive recruitment occurs when employers
  - Continually recruit and network,
  - Maintain a pleasant work environment where people want to be employed, and
  - Establish a positive image in the minds of potential recruits.

Human Resource Management (HRM) Tasks

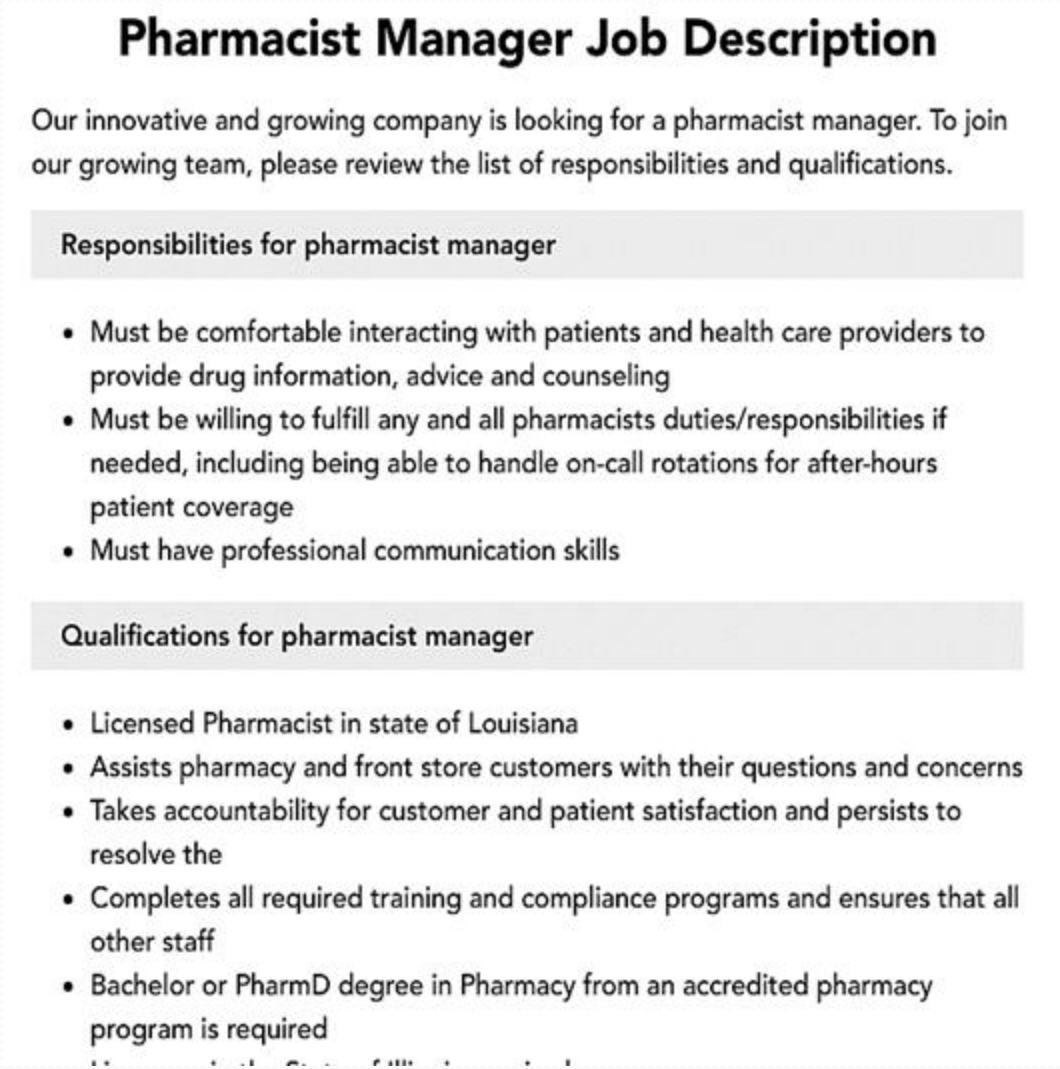
2- Placement

- Placement is the process of assigning employees to the positions where they can best use their skills and abilities.
- This may involve considering factors such as the employee's education, experience, and interests.
- It is important to place employees in positions where they will be successful and satisfied.

Critical Steps In Placement of Employees

Job Description and Analysis

- **The root, and often underutilized, piece of the entire process is a well developed job description.**
- **The job description should be the result of a job analysis.**
- **The job analysis will define the "knowledge, skills, abilities, and behaviors" needed to form the job description**



Pharmacist Manager Job Description

Our innovative and growing company is looking for a pharmacist manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for pharmacist manager

- Must be comfortable interacting with patients and health care providers to provide drug information, advice and counseling
- Must be willing to fulfill any and all pharmacists duties/responsibilities if needed, including being able to handle on-call rotations for after-hours patient coverage
- Must have professional communication skills

Qualifications for pharmacist manager

- Licensed Pharmacist in state of Louisiana
- Assists pharmacy and front store customers with their questions and concerns
- Takes accountability for customer and patient satisfaction and persists to resolve the
- Completes all required training and compliance programs and ensures that all other staff
- Bachelor or PharmD degree in Pharmacy from an accredited pharmacy program is required

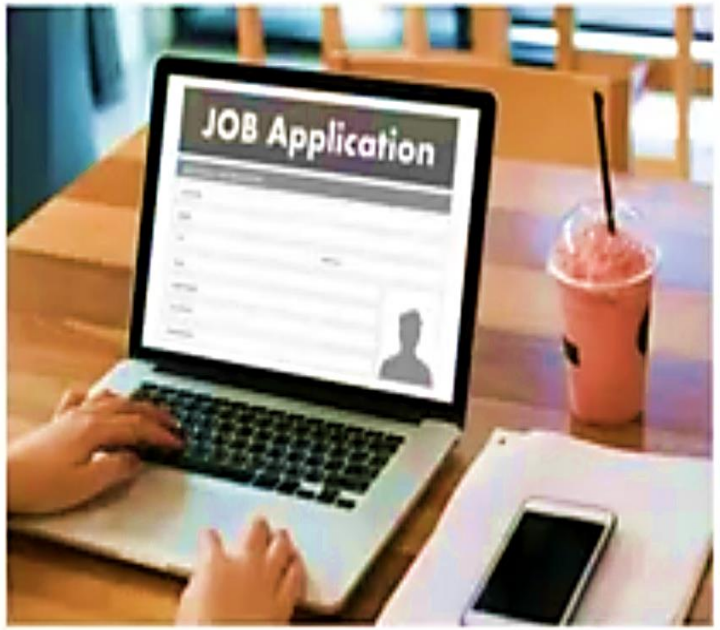
Critical Steps In Placement of Employees

1- Application

- Job applications serve two purposes:

I. Help screen unqualified candidates. Applications can identify whether candidates have the necessary training, degrees, and experience for the job.

II. Provide background about the candidate for the interview.



Critical Steps In Placement of Employees

2- Screening: Short-listing

- **A process that attempts to eliminate unqualified applicants from the pool of potential candidates.**
- **Common screening criteria include:**

  ❖**Lack of job qualifications (e.g., license, degree, residency, certification, or experience),**

  ❖**Poorly completed applications (e.g., misspelling, missing information, or sloppy writing)**

  ❖**Negative applicant history**

Critical Steps In Placement of Employees

3- Interviewing

- **Preparation: Send information, identify objectives, review job description and performance standards, study applications, develop questions, set meeting time.**

- **Interview type: traditional, situational (role-play), stress, behavioral.**

Critical Steps In Placement of Employees

4- Selecting

- The final choice of the interviewer often comes down to how well a candidate can address the following questions:

- Can this person perform the basic job?
- How well do the candidate's skills and capabilities mesh with the organization's needs?
- Will the candidate make my job easier?
- Would I want to work with this person?

Human Resource Management (HRM) Tasks

3- Coaching

- Coaching involves of **Orientation, Training & Development** the pharmacy team.
- **Orientation:** welcoming, presenting a positive first impression, providing information that will permit settling into new responsibilities, establishing early expectations of performance and behavior
- **Job training:** Mutual responsibility, learning knowledge, skills, habits, procedures.
- **Development:** preparing for new responsibilities and positions

Human Resource Management (HRM) Tasks

4- Performance feedback:

- This involves evaluating employees' performance on a regular basis and providing feedback on how they can improve.
- It is important to provide performance feedback so that employees know how they are doing and how they can improve their performance.

Human Resource Management (HRM) Tasks

5- Termination

- **Termination** is the process of ending an employee's employment, either voluntarily or involuntarily.
- Voluntary termination occurs when an employee quits their job.
- Involuntary termination occurs when an employee is fired or laid off.
- It is important to terminate employees in a fair and consistent manner.

Human Resource Management (HRM)

CONCLUSION

- Good HRM is an important requirement for providing excellent pharmacy services.
- Pharmacy personnel who are well managed are more likely to be satisfied in their jobs, effective, and productive.
- Good HRM in health care fields enhances the likelihood that patients will be better served and achieve better health outcomes.
- Any pharmacist who is serious about serving patients and the profession needs to be committed to good HRM.

Questions:

1: What is the primary purpose of recruitment in pharmacy management?

A) To train existing employees

B) To find and hire qualified employees

C) To conduct performance reviews

D) To terminate employees

Answer: B) To find and hire qualified employees

Questions:

2. Which HRM task involves assigning employees to positions that align with their skills and abilities?

A) Recruitment

B) Orientation

C) Placement

D) Training and development

Answer: C) Placement

Questions:

3. What is the main objective of orientation in pharmacy management?

A) Providing performance feedback

B) Introducing new employees to pharmacy procedures

C) Terminating employees effectively

D) Sending employees to conferences

Answer: B) Introducing new employees to pharmacy procedures

Questions:

4. What is the purpose of providing performance feedback in pharmacy management?

A) To advertise job openings

B) To terminate employees involuntarily

C) To evaluate and improve employees' performance

D) To introduce new employees to pharmacy procedures

Answer: C) To evaluate and improve employees' performance

By/ Rezg AL-Sunah